

This SOP implements Section 6.14 of the Policy Manual.

A. INTRODUCTION

Workplaces are a reflection of society. The same violent acts that occur in society at-large also occur in the workplace. This is to prepare supervisors and employees to act in the event of an act or imminent threat of violence in the workplace. If imminent danger of personal injury or a threat to life occurs in the workplace, employees are not expected to engage in “heroics” of any kind. Employees should take measures to protect themselves and others and to escape to safety.

B. DEFINITION AND EXAMPLES

Workplace violence is a situation that jeopardizes the life or safety of employees or citizens (including customers/vendors) in the workplace or leads to the theft, destruction or abuse of property. Workplace violence occurs when someone commits or appears ready and able to commit violent acts through behaviors such as shown in the chart. A “Violence Emergency” requires immediate emergency aid (usually law enforcement). A “Hostile Action” is a lower threshold of violence that may not require immediate emergency aid.

Violence Emergency	Hostile Action
<ul style="list-style-type: none">• Physical assault (hitting, shoving, pushing, kicking, sexual assault).• Display or use of weapon.• Attempted murder and/or murder.• Attempted suicide and/or suicide.• Robbery.• Any act of terrorism.• Taking of hostages.	<ul style="list-style-type: none">• Any open threat (direct or conditional).• Stalking.• Intimidation, abuse or harassment.• Bizarre and/or irrational comments or actions indicating aggression or paranoia.• Notes of planned violence or anger aimed at the organization or another person.• Graphic depictions of violence.• Sabotage/vandalism.• Reports from coworkers, or others describing violent, intimidating or stalking type behaviors.

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C. ACTION STEPS

If confronted with a **Violence Emergency** do the following:

1. Dial 911, activate duress alarm and/or contact security, identify yourself and location and briefly describe situation.
 - a. JFS employees call 946-1595 between 7:30 a.m. and 4:30 p.m. and 946-2000 after hours;
 - b. All Other BOCC Departments call 946-5373 between 7:00 a.m. and 4:30 p.m.
2. Take whatever steps are possible to protect yourself and others including evacuation of staff to "safe room." Remain in the "safe room" until help arrives.
3. If opportunity and time exist, contact the Risk Manager at 946-4999.
4. When safe to do so, report the act or threat to your supervisor/upper management.

If confronted with a **Hostile Action** do the following:

NOTE: **If you feel danger is imminent, do the actions for a *Violence Emergency*.**

Do not intervene in aggression or attempt to diffuse the situation by yourself.

Accomplish as many of the following actions as feasible:

1. If danger is not imminent, investigate, observe and assess the situation and hostile behavior. Document your observations.
2. Inform security, upper management, and Human Resources of your observations and assessment, including the identity of any intended victim. Ask for instructions.
 - a. JFS employees call 946-1595 between 7:30 a.m. and 4:30 p.m. and 946-2000 after hours;

- b. All Other BOCC Departments call 946-5373 between 7:00 a.m. and 4:30 p.m.
- 3. Contact the Risk Manager at 946-4999 to construct a *Situational Reaction Plan*.

D. OTHER RESPONSIBILITIES

- 1. When informed of any event of workplace violence, supervisor/upper management will activate the Crisis Prevention and Management Team by calling the County Risk Manager at **946-4999**.
- 2. The CPMT will respond immediately to reports of threats or acts of violence, assess the situation and develop a plan to prevent and/or resolve the incident.
- 3. The CPMT will convene as requested or directed to implement the County Policy on preventing workplace violence.
- 4. The CPMT will advise and assist the Risk Manager in carrying out responsibilities to communicate and coordinate with County Agencies in the assessment, implementation, monitoring and management of on-going security measures to protect County personnel and property and the public.
- 5. Employees, supervisors and managers are expected to be familiar with information and guidelines produced by the CPMT; to attend training sessions as may be arranged by the CPMT; and to otherwise cooperate with the CPMT in its efforts to prevent violence in the workplace.
- 6. Orders of disciplinary suspension or removal will be served on employees by the Human Resources Department. The Human Resources Department will be available for pre-disciplinary conferences and grievance hearings. A secure, pre-designated area will be available for such meetings. The Sheriff's Office may be contacted to provide security as deemed appropriate.